

## &lt;Agent Greeting Conference Call Fails When Using non-BIB phones&gt;

<b>Problem Summary</b>	If agents use unsupported phones and you configure Agent Greeting in the Routing Script, conference calls fails to complete.
<b>Error Message</b>	Your request to conference failed because there is no active call. Your request to conference failed because there is no held call. JTAPI Gateway - Error on TRANSFER operation - No ACTIVE Connection.
<b>Possible Cause</b>	Phones with no Built-In-Bridge (BiB)
<b>Recommended Action</b>	<ul style="list-style-type: none"> <li>• If agents use non-BIB phones, do not enable Agent Greeting in the Routing Script.</li> </ul> OR <ul style="list-style-type: none"> <li>• Use phones with BiB.</li> </ul>
<b>Release</b>	8.5(2)
<b>Associated CDETS #</b>	None